

SERVICE LEVEL AGREEMENT EXHIBIT 5

CALL CENTER SERVICE CATEGORY

(IFS-SLA003)

This Service Level Agreement Exhibit 5 (“IFS-SLA003”) is subject to and hereby incorporated into and made a part of the Master Service Level Agreement (“Agreement”) attached to the Contract for Services resulting from BAA 01-52 and the Statement of Work, effective January 1, 2003 (“Contract”), entered into by and between the Indiana Family and Social Services Administration, Division of Family and Children, an agency of the State of Indiana (“the State”), and _____ Corporation, (“_____”).

Business Objective and Scope

This IFS-SLA003, Exhibit 5 sets explicit service level requirements for _____ in its execution of Call Center Service Category services provided under the Contract. This IFS-SLA003 also sets roles and responsibilities for _____ in providing the Services at the agreed upon levels, as well as any rewards or penalties for exceeding or failing to meet the agreed upon service levels.

Summary of Services

The specific Service areas included under this IFS-SLA003 are:

- Help Desk Staff Availability During Prime Time
- Help Desk Response Time during Prime Time

Limitations

A penalty will be applied by the State by reducing the service amount paid to the Contractor for failure to deliver and/or provide a specified service level only when the failure is due solely to the Contractor’s actions or inactions.

- Pager support for Holiday coverage to be negotiated in advance between the State and _____.
- Penalties for this Service Level Agreement will be waived during planned periods of high call volume, such as for release of new functionality where provider correspondence may increase call volume.
- _____ is not responsible for any network communications problems outside the control of _____ to include:
- Hardware or customer software problems at the customer work site, or power outages and similar circumstances.

Policies, Procedures and Performance Metrics

Service Area	Service Failure	Penalty
Availability During Prime Time:	1) Service failure is defined as the Call Center not answering calls made to the Call Center: <ul style="list-style-type: none"> ▪ During Prime Time Hours (Indianapolis Time) <ul style="list-style-type: none"> ▪ 7:30 am to 6:30pm for the technical help desk ▪ 9:00 am to 5:00 PM for Provider Help Desk ▪ 8:30 am to 5:30 PM for CRO Help Desk Support. ▪ Measurement is the percentage of calls that are abandoned. 	When the average service level is less than 90% for any calendar week, then a penalty may be imposed by the state against the contractor. The penalty for failing this service level is \$250 per calendar week. The Service Credit Pool amount can be applied to offset any penalty incurred in this Service Area.

Response Time during Prime Time	Service failure is defined as the contractor failing to answer calls received during prime time hours defined above within 90 seconds of receipt of a call.	<p>When the average service level is less than 90% for any calendar week (i.e. when the Call Center abandon rate exceeds 90 seconds on 10% of the telephone calls received) then a penalty may be imposed by the state against the contractor.</p> <p>The penalty for failing this service level is \$250 per calendar week.</p> <p>The Service Credit Pool amount can be applied to offset any penalty incurred in this Service Area.</p>
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Performance Reporting & Monitoring

_____ will track and maintain information about the statistics and performance metrics specified above in a manner, which will allow for timely and accurate measurement of the same.

Performance against the above-listed Performance Metrics will be reported each month. The report will break out service levels for each category on a week-by-week basis. _____ will deliver the report for each month to the State Program Manager by the 10th business day of the following month.

The report will provide the metrics outlined in section “Policies, Procedures and Performance Metrics,” above.